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Application No. 10/678,046
Amendment D

Amendments To The Claims

Claim 1 (currently amended): A method for use in remotely diagnosing an electronic device, comprising:

- initiating a diagnostic analysis of an electronic device;
- identifying the electronic device;
- determining whether the electronic device comprises a diagnostic controller;
- ~~remotely receiving a diagnostic controller over the distributed network when the electronic device does not comprise a diagnostic controller;~~
- receiving a plurality of scripts for diagnosing the electronic device communicated over a distributed network, wherein the receiving the plurality of scripts includes receiving within the diagnostic controller at least one web page having the plurality of scripts and the diagnostic controller extracting at least one of the plurality of scripts from the web page;
- remotely initiating a first diagnostic instruction with at least one of the plurality of scripts;
- receiving a response based on the first diagnostic instruction;
- determining a second diagnostic instruction based on the response with at least one of the plurality of scripts; and
- remotely initiating the second diagnostic instruction with at least one of the plurality of scripts.

Claim 2 (canceled)

Claim 3 (currently amended): The method of claim ~~[[2]]~~ 1, further comprising:
decrypting at least a portion of the plurality of the script prior to the initiating the first diagnostic instruction.

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Claim 4 (previously presented): The method of claim 1, further comprising:
remotely receiving the diagnostic controller over the distributed network prior to the
identifying the electronic device.

Claim 5 (original): The method of claim 1, wherein the identifying the electronic
device includes electronically accessing the electronic device and receiving an identity of the
electronic device from the electronic device.

Claim 6 (original): The method of claim 1, wherein the step of identifying the
electronic device includes determining if an identity of the electronic device can be directly
determined; and
requesting the identity of the electronic device from a user when the identity cannot
be directly determined.

Claim 7 (original): The method of claim 1, further comprising:
receiving from over the distributed network an initiation for the diagnosis of the
electronic device;
receiving from over the distributed network the identification of the electronic device;
determining a plurality of scripts to implement the diagnosis of the electronic device;
and
communicating the plurality of scripts over the distributed network.

Claim 8 (previously presented): The method of claim 7, further comprising:
incorporating the plurality of scripts into a web page; and
the communicating of the plurality of scripts includes communicating the web page
over the distributed network.

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Claim 9 (original): The method of claim 7, further comprising:
generating the plurality of scripts for diagnosing the electronic device based on an identity of the electronic device.

Claim 10 (original): The method of claim 9, wherein the plurality of scripts provide polling of the electronic device.

Claim 11 (original): The method of claim 9, wherein the plurality of scripts initiate remote maintenance of the electronic device.

Claim 12 (currently amended): A system for use in remotely diagnosing electronic devices, comprising:

a script generator coupled with a distributed network, wherein the script generator is configured to compile at least one script and forward that at least one script over the distributed network, wherein the at least one script is incorporated within a web page, and the web page with the at least one script is forwarded over the distributed network; and

a remote diagnostic controller coupled with the distributed network and with an electronic device to be diagnosed, ~~wherein the diagnostic controller is transmitted across the distributed network when a determination whether the electronic device includes a diagnostic controller indicates that the electronic device does not include a diagnostic controller and the diagnostic controller is configured to receive~~ receives the web page and the at least one script within the web page and implement the at least one script such that the remote diagnostic controller forwards a first instruction to the electronic device to be performed by the electronic device, the remote diagnostic controller is further configured to receive a first reply from the electronic device and to forward a second and/or subsequent instructions to the electronic device based on the first reply and/or previous replies.

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Claim 13 (original): The system of claim 12, wherein the diagnostic controller is maintained within a host computer, wherein the host computer provides processing capabilities for the diagnostic controller in determining the second instruction.

Claim 14 (original): The system of claim 12, wherein the diagnostic controller is maintained within the electronic device, wherein the electronic device provides processing capabilities for the diagnostic controller in determining the second instruction.

Claim 15 (canceled):

Claim 16 (currently amended): A system for use in remotely diagnosing an electronic device, comprising:

means for initiating a diagnostic analysis of an electronic device;

means for identifying the electronic device;

means for determining whether the electronic device comprises a diagnostic controller;

means for remotely receiving a diagnostic controller over the distributed network when the electronic device does not include a diagnostic controller;

means for receiving a plurality of scripts for diagnosing the electronic device communicated over a distributed network, wherein the means for receiving the plurality of scripts comprises means for receiving at the diagnostic controller at least one web page including one or more of the plurality of scripts;

means for remotely initiating a first diagnostic instruction with at least one of the plurality of scripts;

means for receiving a response based on the first diagnostic instruction;

means for determining a second diagnostic instruction based on the response with at least one of the plurality of scripts; and

means for remotely initiating the second diagnostic instruction with at least one of the plurality of scripts.

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Claim 17 (canceled)

Claim 18 (currently amended): The system of claim ~~[[17]]~~ 16, further comprising means for decrypting at least a portion of the plurality of scripts prior to the initiating the first diagnostic instruction.

Claim 19 (original): The system of claim 18, wherein at least one of the plurality of scripts initiates a download over the distributed network to the electronic device.

Claim 20 (canceled)

Claim 21 (previously presented): The method of claim 1, wherein the remotely receiving the diagnostic controller over the distributed network further comprises:
receiving at least one web page wherein the diagnostic controller is incorporated into the at least one web page;
extracting the diagnostic controller from the at least one web page; and
initializing the diagnostic controller.